

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-1	Effective Date: July 1, 2005	Version: 1.0
POLICY TITLE: CELLULAR PHONES		
OVERVIEW: Cellular phones are to be used where it can be shown that they will improve employee efficiency and effectiveness, and/or provide for the safety of State employees and the general public. Personal use of State-owned cell phones shall be limited to incidental and/or emergency use.		

I. DEFINITIONS

- a. Personal use: Any use that is not required to accomplish State business.
- b. State-owned property: All property procured, leased, rented by, donated to, or otherwise conveyed to, the State of Indiana or the State's agencies in any manner to be used to conduct the State's business.

II. POLICY

- a. State cellular phones are to be used to increase safety, efficiency and effectiveness.
- b. Cell phone use by Central Office employees may only be authorized by Deputy Directors. Cell phone usage for all other employees may be authorized by the **work unit manager**.
- c. In general, cellular phone usage will be authorized according to the following:
 - i. Individual (dedicated) State cellular phones may be issued to employees who are out of the office on official State business for 50-percent or greater of their work schedules.
 - ii. Group (shared) State cellular phones may be issued to employees who are out of the office less than 50-percent of their work schedules.
- d. For personal safety reasons, all employees who conduct in-home visits (i.e. investigation, ongoing case management, etc.) must carry a cell phone that is turned on during the entire home visit.
- e. Use of personal cell phones for State business is discouraged because, except in limited circumstances, employees will not be reimbursed for business calls made on personal phones. Exceptions may only be granted by the DCS Director or his/her designees.
- f. The primary use of State-owned cellular phones is for official DCS business. Personal use of all State-owned cellular phones [for both incoming and outgoing calls] shall be limited to brief, infrequent, incidental and/or emergency use. Examples include:
 - i. To notify family of late arrival at home when an employee's work causes him/her to be delayed and an alternate phone is not readily available.
 - ii. Personal emergencies when no alternate phone is available.
- g. Excessive personal use of State-owned cellular phones is subject to disciplinary action, including but not limited to suspension of cellular phone privileges.
- h. Each employee issued a State-owned cellular phone is responsible for its reasonable care. In the event of loss or damage to the cellular phone, the

employee will be held personally responsible for replacement or repair of the cellular phone unless the employee can demonstrate that reasonable care of the cellular phone was exercised. If the **work unit manager** determines that the employee has exercised reasonable care, the **work unit** shall bear the cost of replacement or repair.

- i. State-owned cell phones are the property of the State of Indiana and will be returned to employee's supervisor should employee cease working for DCS for any reason or should employee transfer into a different work unit.
- j. For the safety of DCS employees and everyone else traveling on Indiana roads, DCS discourages employees from using a cellular phone while operating a motor vehicle. When available, DCS encourages the use of a hands-free device for receiving incoming phone calls.
- k. It is the responsibility of the user to be familiar and comply with local laws regarding the use of cellular phones while operating a vehicle.
- l. Employees are not to download anything to state owned cellular phones, including but not limited to ring tones and games.
- m. State owned cellular phones are not to be used to access the internet, send or receive text messages except when conducting official state business. Additionally, state owned cellular phones are not be used to play games.

III. PROCEDURE

- a. Authorizing and Ordering
 - i. Employees must get verbal confirmation from their work unit director (who will escalate the decision to a Deputy Director when the request involves a Central Office employee) that they qualify to use a State cellular phone before completing Part A of the [Cellular Phone Authorization & Usage Agreement](#).
 - ii. After employee's work unit director has signed the Cellular Phone Authorization form, the cellular phone coordinator designated for the office will coordinate with the work unit director to complete the [Cellular Phone Service Order \(CSTO\)](#) form and an Internal Requisition (IR). The IR be completed for the entire cost of the one-year contract plus any one-time account set-up fees. Please note that while only one IR is needed, a separate [CSTO](#) form is needed for each phone ordered. The work unit director has the authority to select the appropriate calling plan, equipment, accessories, and additional services (i.e. voice mail, etc.). See [GSA Verizon Phone Models](#) and [GSA Rate Plans](#).
 - iii. The cellular phone coordinator will submit the [CSTO](#) form, along with the IR, to: [Cell Phone Orders](#), FSSA Division of Technology Services (DTS), Mail Stop #17 (Interagency mail).
 - iv. Before receiving the phone and equipment, the employee must complete and sign Part B of the [Cellular Phone Authorization & Usage Agreement](#).
- b. Personal Calls
 - i. Personal calls are to be reimbursed if they add up to more than \$5.00. Reimbursement procedures may vary by office, thus the employee should consult with the office cellular phone coordinator.

- ii. The cellular phone coordinator will monitor compliance with personal call reimbursement (See “Monitoring Contracts and Equipment).
- c. Voice Mail
 - i. All State-owned cellular phones that have voice mail shall have a voice mail greeting that is professional in tone and content. The greeting shall include the employee name and title or workgroup name and the statement “if you need immediate assistance, please call ____.”
 - ii. Voice mail on State-owned cellular phones will be checked at least once every business day.
 - iii. Voice mail greetings for individual users of State-owned cellular phones shall be changed to reflect “out of office” status in the event of sick, personal and vacation days, State holidays, and other absences from the office. The greeting shall include an alternate contact name and phone number. This policy does not apply to shared workgroup cell phones.
- d. Monitoring Contracts and Equipment
 - i. Central Office shall have one designated cellular phone coordinator.
 - ii. Each local office shall designate a cellular phone coordinator.
 - iii. The coordinator shall maintain a file of all related paperwork for each cellular phone, including:
 - 1. [Cellular Phone Authorization and Usage Agreements](#)
 - 2. Shared Cellular Phone Checkout sheets
 - 3. Monthly billing statements
 - iv. The coordinator shall maintain a checkout system for all cellular phones available for use by more than one employee. Each time an employee takes a shared cellular phone, the employee shall follow the sign-out process established by the cellular phone coordinator for the office.
 - v. All cellular phones intended to be shared among employees in an office shall be registered in the name of the **work unit manager**.
 - vi. The coordinator shall establish a procedure for reimbursement for personal calls.
 - vii. The cellular phone coordinator shall regularly review assignment of cell phones and appropriateness of calling plans.
 - viii. DCS Central Office will perform random audits of cell phone usage and contracts. Any concerns or issues will be shared with the **work unit manager**.
 - ix. Any concerns involving cellular phone usage, including excessive, questionable or non-reimbursed personal use, should be resolved at the **work unit** level.

IV. FORMS

- a. [Cellular Phone Authorization & Usage Agreement](#)
- b. [Cellular Phone Service Order \(CSTO\)](#)
- c. [GSA Verizon Phone Models](#)
- d. [GSA Rate Plans](#)

DATE: 06/08/05

James W. Payne, Director
Department of Child Services

A signed copy is on file.